

Substitute for Form 1449, A & B/PTO  <b><u>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</u></b>  <i>(use as many sheets as necessary)</i>				<i>Complete if Known</i>	
				Application Number	Not Assigned
				Confirmation Number	Not Assigned
				Filing Date	November 24, 2003
				First Named Inventor	Jon Alfons Albert BOUWEN
				Art Unit	Not Assigned
Examiner Name				Not Assigned	
Attorney Docket Number				Q78296	
Sheet	1	of	1		

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
		Number	Kind Code <sup>2</sup> (if known)		
/R.P./		US 6,404,764	B1	06/11/02	Jones et al
/R.P./		US 6,381,645	B1	04/30/02	Sassin
		US			
		US			
		US			
		US			
		US			
		US			

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Translation <sup>6</sup>
		Country Code <sup>3</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)			
/R.P./		WO	00/13105		03/09/00	Telefonaktiebolaget LM Ericsson	Yes
/R.P./		WO	01/91433	A2	11/29/01	Nortel Networks Ltd	Yes

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city, and/or country where published.	Translation <sup>6</sup>
		M. A. Prunty, "CTI and the Web-Enabled Call Center" ANNUAL REVIEW OF COMMUNICATIONS, National Engineering Consortium, Chicago, IL, US, Vol. 51, 1998, pp. 799-802-, XP000793182	Yes

Examiner Signature	/Redentor Pasia/	Date Considered	05/30/2007
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kind Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov), MPEP 901.04 or in the comment box of this document. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST. 3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to indicate here if English language Translation is attached.